

SFY 2005 Performance Contract Annual Proximity Report Guidelines

Purpose: The SFY 2004-2005 Performance Contract requires LMEs to submit an annual report to document that they have met the geographic access performance requirement in Attachment III, section 1.4.1. These guidelines are provided to help LMEs understand what the report should include.

Performance Requirement: As stated in section 1.4.1. of the performance contract: The LME ensures geographic access to supports and services. Geographic location of providers shows coverage of entire populated catchment area as specified in the Local Business Plan to provide crisis, assessment, case management, outpatient therapy, and periodic CAP-MR/DD waiver services.

Measurement: The LME will submit an annual report with maps showing the location of providers who offer each listed service in relation to the location of the general population. DHHS will provide the LME with a map of the general population by zip code.

Best Practice Standard: 95% of the general population are within the required distance of a provider of each listed service.

SFY 2005 Standard: 85% of the general population are within the required distance of a provider of each listed service.

Intent of Requirement: The intent of the performance contract requirement is to ensure that each LME has adequate geographic coverage of service providers within its catchment area to provide most of the local population timely and convenient geographic access to specified basic services.

Reporting Timelines: The LME shall submit an Annual Proximity Report to document that it has met this performance requirement **no later than July 20, 2005** to:

Tammie Bradshaw
LME Systems Performance Team
3015 Mail Service Center
Raleigh, NC 27699-3015
(919) 715-1294
Tammie.Bradshaw@ncmail.net

The LMEs success in meeting the performance standard for each of the five specified basic services will be included in the 4th Quarter Performance Contract Report, to be published August 15, 2005.

Report Content: No specific report format is required. However, the LME's report shall contain the following information:

- 1) **Identifying Information** including:
 - LME Name.
 - Fiscal year and date of report submission.
 - Name and contact information for the person submitting the report.
- 2) **Travel Distance/Time Standard** adopted in the Local Business Plan.
 - There is no single statewide travel distance/time standard. All LMEs have adopted as part of their Local Business Plan a travel standard such as "30 miles or 30 minutes" or some other reasonable travel standard based on local circumstances. The report shall specify the LME's adopted standard along with a reference to its location in its Local Business Plan.
- 3) **Table** listing for each of the **five specified basic services**, the total **number of providers**, the **estimated population within the travel standard**, the **total catchment area population**, and the **percentage of the population** that is **within the LME's travel standard** for each service. A sample table showing the information needed is provided in Figure 1 below.

Figure 1 Sample table showing information required for each service.

Service	Crisis Services	Assessment	Case Management	Outpatient Therapy	CAP-MR/DD Periodic Waiver Services
Total Number of Providers	5	15	13	8	20
Estimated Population Within The Travel Standard	360,000	355,000	350,000	345,000	348,500
Total Catchment Area Population	385,000	385,000	385,000	385,000	385,000
Percentage of Population Within Travel Standard	93.5%	92.2%	90.9%	89.6%	90.5%

- If an LME has a business associate agreement with a service provider outside the catchment area to serve consumers in the LME's catchment area, the LME may include these providers in the count of service providers and coverage calculations.
- For each of the five specified services listed above, the table shall provide summary information on:

(a) Estimated Population Within The Travel Standard: the number of people within the catchment area's general population that are covered within the LME's geographic access travel standard,

(b) Total Catchment Area Population: the total number of people in the catchment area's general population, and

(c) Percentage of Population Within Travel Standard: the percentage of the general population that are covered within the LME's geographic access travel standard. This would be calculated by dividing (a) by (b) and multiplying by 100.

- If an LME has complete geographic coverage within the adopted geographic travel standard, the calculations will be easy. For (a) and (b), the LME would provide its best estimate of the total population of its catchment area; and (c) would be 100%.
- If an LME does not have complete geographic coverage within the adopted geographic travel standard, calculations may be more challenging. To determine (a), it may be easier to estimate the number of people in the population that are not covered within the LME's travel standard and to subtract this number from the total population of the catchment area.
- For estimating population in areas smaller than counties, LMEs might use zip codes, cities, minor civil divisions, or any of the other geographic units for which population data can be obtained. The U.S. Census data is available online at no cost for various sized areas below the county. LMEs should use the most appropriate size area below the county level possible, making approximations where necessary. For example, if zip code XXXXX has a population of 4,000 and 25% of it is not covered, 1,000 would not be covered. The Division will provide a file of population figures by zip code for each LME.

Using this approach for the remaining zip codes in the catchment area that are partially covered, the LME would calculate the total not covered and subtract this from the total catchment area population to determine the number and percentage covered for the service being assessed.

- 4) **Map(s)** showing the **location** of service providers and **catchment area coverage** for services with less than 100% coverage, for each of the five specified basic services.
- For each of the five specified basic services, the LME shall indicate on one or more maps, as appropriate, the location of all providers serving the catchment area. If a service provider provides services in community settings such as in client homes or other locations, locate the providers office on the map.
 - If the entire catchment area population is covered within the LME's geographic access travel standard for a particular service, it is not necessary to show the coverage area for that service on the map.
 - If the entire catchment area is not covered for a particular service, the map should show the coverage area for that service.

The coverage area should show the portion of the catchment area that meets the LME's adopted geographic access travel standard. For example if the travel standard is 30 miles, a circle with a 30 mile radius could be drawn around selected providers to outline the coverage area. It would not be necessary to draw circles around every service provider if the circle would not add anything to showing the coverage area. Coverage based on more sophisticated measures such as driving time or driving distances and that take into account geographic barriers and travel routes might look a little different, but the same concept would apply in showing the coverage area.

- This information may be provided on one map if the result allows the Division to clearly and easily identify service locations and to verify geographic coverage for each individual service. A separate map for each of the five services would be preferable as it would more likely be easier to read. Each LME should decide what makes the most sense for their situation.
- A sample map is provided for illustrative purposes as Attachment 1.

Evaluation of LME Performance: Each of the five specified basic services will be evaluated individually to determine if the performance standard was met for each service.

To meet the **SFY 2005 proximity standard**, the LME will need to demonstrate sufficient provider coverage so that 85% or more of the population within its catchment area is within its adopted travel distance/time standard for the service.

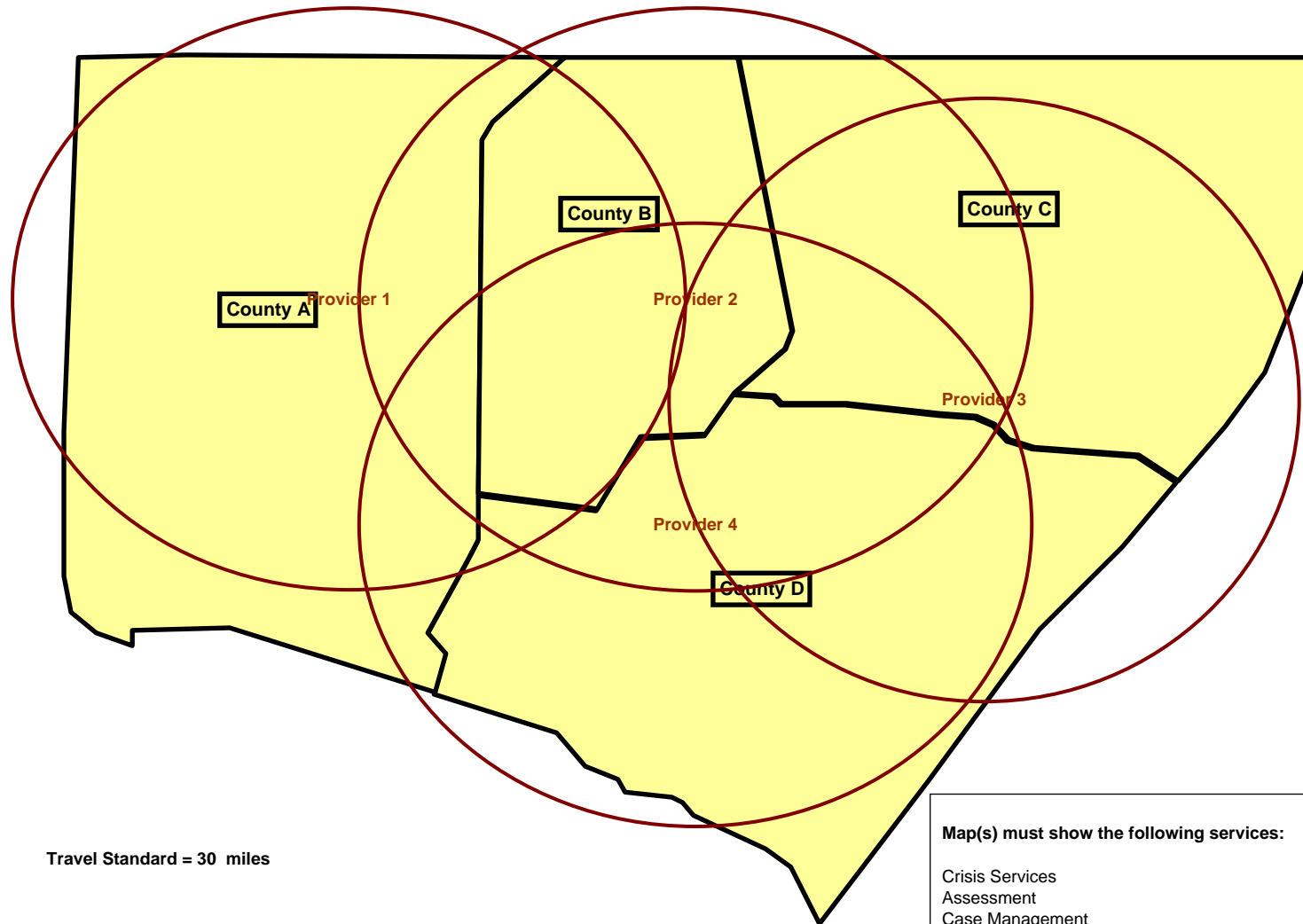
To meet the **Best Practice proximity standard**, the LME will need to demonstrate sufficient provider coverage so that 95% or more of the population within its catchment area is within its adopted travel distance/time standard for the service.

Questions: Questions may be referred to Tammy Bradshaw or Dick Oliver at:

LME Systems Performance Team
3015 Mail Service Center
Raleigh, NC 27699-3015
(919) 715-1294

Tammie.Bradshaw@ncmail.net
Dick.Oliver@ncmail.net

Attachment 1
SAMPLE MAP
SFY05 Performance Contract Requirement 1.4.1. Proximity
LME Name
Service



Travel Standard = 30 miles

Map(s) must show the following services:

Crisis Services
Assessment
Case Management
Outpatient Therapy
CAP-MR/DD Waiver Periodic Services

Map(s) need not show coverage area for services that cover 100% of the population.